

REMARKS

Minor editorial corrections have been made to the specification. Claims 1, 3 - 5, 7 - 9, and 11 - 16 have been amended. Claims 2 and 6 have been cancelled from the application without prejudice. No new matter has been introduced with these corrections or amendments, which are supported in the specification as originally filed. Claims 1, 3 - 5, and 7 - 16 remain in the application.

I. **Rejection under 35 U.S.C. §102(e)**

Paragraph 1 of the Office Action dated April 8, 2004 (hereinafter, "the Office Action") states that Claims 1 - 2 and 4 - 16 are rejected under 35 U.S.C. §102(e) as being anticipated by U. S. Patent 6,625,139 to Miloslavsky et al. This rejection is respectfully traversed.

Independent Claims 1, 11, 13, and 15 have been amended herein to clarify that a cookie is created to track a current location of a customer service representative ("CSR"), and location information received from the CSR is stored in this cookie. (See, for example, p. 23, lines 8 - 10 of Applicants' specification, where this is discussed.) The claims further clarify that this cookie is then transmitted to the CSR (see p. 24, line 1), such that subsequent messages received from this CSR will automatically include the cookie (see p. 24, lines 2 - 8, and in particular, lines 4 - 6).

Miloslavsky fails to teach these limitations. Paragraph 2 of the Office Action cites col. 23, line 56 - col. 24, line 13 when discussing Applicants' independent Claims 1, 11, 13, and 15 (and dependent Claim 10). The cited text states that agents can move about, and that a "stat-server"

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and "agent location tracking routine" keep track of the agent locations. Col. 30, lines 51 - 63 are also cited in Paragraph 2. This text states that call center 5100 keeps track of agent locations based on the agents logging in and out using telephones or workstations. Col. 12, lines 47 - 53 are cited next in Paragraph 2. This text states that an end user can request the attention of a service agent in service assistance center 1140. Col. 13, lines 34 - 53 are cited next in Paragraph 2. This text states that, when the user clicks a button 1118 on his browser 1116, a service request is sent (including associated data such as an ID of the customer site and the HTML document being viewed by the user) to a service request process ("SRP") 1168. SRP 1168 selects an agent "in accordance with predetermined criteria" (lines 41 - 42) and delivers the HTML document to that agent's computer 1146 (lines 46 - 47). Therefore, the agent can view the same Web page being viewed by the end user (lines 48 - 50).

Col. 16, lines 9 - 27 are also cited in Paragraph 2. This text states that an end user requests a telephone call to an agent (line 13) and, when presented with an entry box, enters his own phone number (i.e., the phone number of user phone 1128; line 16). This phone number is then sent by the user's browser 1116 to the server 1132 at provider site 1102 (lines 16 - 18). Or, instead of having the user enter his phone number into an entry box, that phone number might have been pre-stored in a cookie on the end-user computer 1114 (lines 18 - 21). In either case, the server 1132 forwards the user's phone number and associated data to an SRP 1168, which then requests service assistance center 1140 to call the user's phone number and to select an agent to talk with this user (lines 22 - 27). Finally, col. 16, line 66 - col. 17, line 8 is cited in Paragraph 2. This text also states that a qualified agent is selected and data (such as the HTML document

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displayed on the user's computer) is forwarded to the agent.

However, there is no teaching in these references that Miloslavsky receives a CSR's location information; stores it in a cookie; transmits the cookie to the CSR; receives contact requests; and routes the contact requests to CSRs using the received location information, as in Applicants' independent claims.

Paragraph 3 of the Office Action is stated as pertaining to Claims 2, 6, and 7. Applicants respectfully note, however, that in the analysis of the claim language of Claim 2, the "client computer 1114" which is cited for "a processing device used by the CSR" (emphasis added) is in fact a computer of Miloslavsky's end user, not the agent. (See the cited text in col. 11, lines 34 - 40: the "client computer 1114" discussed therein is the end user's computer. See Fig. 5, where computer 1114 is located at customer site 1104. By contrast, the agent's computer is depicted at reference number 1146.)

Applicants further note that Paragraph 3 provides no citations for the limitations of Claims 6 and 7. Claims 2 and 6 have been cancelled from the application herein, and limitations from these claims have been incorporated into independent Claims 1, 11, 13, and 15.

Accordingly, Applicants submit that their independent claims are patentable over Miloslavsky. The dependent claims are therefore deemed patentable over this reference as well, and the Examiner is therefore respectfully requested to withdraw the §102 rejection.

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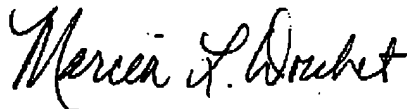
II. Rejection under 35 U.S.C. §103(a)

Paragraph 7 of the Office Action states that Claim 3 is rejected under 35 U.S.C. §103(a) as being unpatentable over Miloslavsky. As discussed above with reference to the §102 rejection, Miloslavsky does not teach the limitations of Applicants' independent Claim 1, and therefore Applicants' dependent Claim 3 is deemed patentable over Miloslavsky as well. Accordingly, the Examiner is therefore respectfully requested to withdraw the §103 rejection.

III. Conclusion

Applicants respectfully request reconsideration of the pending rejected claims, withdrawal of all presently outstanding rejections, and allowance of all remaining claims at an early date.

Respectfully submitted,



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